

**O'BANION & RITCHEY <sup>LLP</sup>**  
INTELLECTUAL PROPERTY ATTORNEYS

Wells Fargo Center  
400 Capitol Mall, Suite 1550  
Sacramento, California 95814  
Tel. (916) 498-1010  
Fax (916) 498-1074

May 17, 2004

**TELECOPIER TRANSMITTAL SHEET**

**TELECOPY TO:** COMMISSIONER FOR PATENTS

**FAX NUMBER:** (703) 746-9195

**FROM:** JOHN P. O'BANION

**RE:** 09/737,274  
SON5180.02A

**CERTIFICATE OF FACSIMILE TRANSMISSION (37 CFR 1.8)**

I hereby certify that the enclosed:

1. **REQUEST FOR CORRECTION OF SPELLING OF INVENTOR NAME**  
(Pages 1-2)
2. **SUPPLEMENTAL DECLARATION (Pages 1-4)**

are being facsimile transmitted to the United States Patent and Trademark Office (Fax No. 703-746-9195) on 17 May 2004.

JOHN P. O'BANION  
(Type or print name of person signing certificate)

(Signature)

**[X] Original will not follow**

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**NUMBER OF PAGES SENT (INCLUDING COVER SHEET):** 7

**IF THERE ARE ANY PROBLEMS OR QUESTIONS, PLEASE CONTACT US AT (916) 498-1010. OUR FAX NO. IS (916) 498-1074.**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No. : 09/737,274 Confirmation No.: 7901  
Applicant : L. MICHAEL MARITZEN ET AL.  
Title : AUTOMATED USAGE-INDEPENDENT AND LOCATION-  
INDEPENDENT AGENT-BASED INCENTIVE METHOD AND  
SYSTEM FOR CUSTOMER RETENTION  
Filed : 12/12/2000  
TC/A.U. : 3621  
Examiner : ELISCA, PIERRE E.  
Docket No. : SON5180.02A  
Cust. No. : 36813

**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, VA 22213-1450**

**REQUEST FOR CORRECTION OF SPELLING OF INVENTOR NAME**

Dear Sir:

The Applicant respectfully requests:

1. That the names of the inventors be corrected as follows (correction in bold):

From: L. Michael Maritzen  
Harold A. Ludtke  
Yoshihiro Tsukamura-San  
Tomitaka Tadafusa

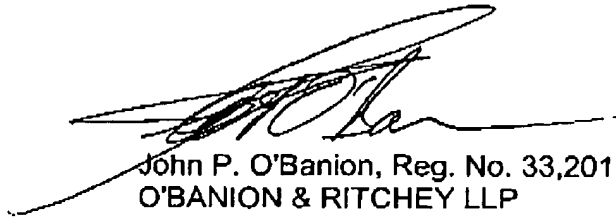
To: L. Michael Maritzen  
Harold A. Ludtke  
**Yoshihiro Tsukamura**  
Tomitaka Tadafusa

2. That a corrected filing receipt be issued showing the correct name of inventor Yoshiro Tsukamura.

A Supplemental Declaration signed by Yoshihiro Tsukamura is enclosed.

Date: 5/17/04

Respectfully submitted,



John P. O'Banion, Reg. No. 33,201  
O'BANION & RITCHEY LLP  
400 Capitol Mall, Suite 1550  
Sacramento, CA 95814  
(916) 498-1010